TECHNICAL ADVISORY COUNCIL
A Subcommittee of the Commission on Technology

Friday, August 9, 2013
10:00 AM - 12:30 PM

ARIZONA SUPREME COURT
Administrative Office of the Courts
1501 W. Washington
Phoenix, AZ 85007

Conference Room 230

MEMBERS PRESENT	MEMBERS ABSENT
Ron Bitterli	Mohyeddin Abdulaziz
Valerie Burns*	Myron Pecora
Charles Drake	
Karl Heckart, Chair	
Co Horgan,	
Jennifer Gilbertson	
Randy Kennedy	
Cary Meister	
Jared Nishimoto	
Eloise Price	
Kyle Rimel	
James Towner	
Thomas Watson	

GUESTS	AOC STAFF
Bruce Hart*, *Hewlett-Packard*	Randy Baxter, *ITD*
Nick Felber*, *Yuma Superior Court*	Richard Blair, *ITD*
Sandra Markham*, *Yavapai Clerk of Court*	Stewart Bruner, *ITD*
Cynthia Meyers*, *Hewlett-Packard*	Eric Ciminski, *ITD*
Elise Piatt, *Triadvocates Inc.*	Stephen Giffin, *ITD*
Chad Roche, *Pinal Clerk of Court*	Denise Lundin, *CSD*
Teri Softley*, *Apache Clerk's Office*	Patrick McGrath, *CSD*
	Lou Ponesse, *ITD*
	Renny Rapier, *ITD*
	Jethro Sheridan, *ITD*
	Jason Shumberger, *ITD*

* indicates appeared via telephone

TAC MEETING MINUTES   DRAFT

WELCOME, INTRODUCTIONS, AND OPENING REMARKS	Karl Heckart

Karl Heckart, chair of the Technical Advisory Council (TAC), called the meeting to order just after 10:00 a.m. He conducted a roll call of members in the room and on the phone, confirming that a quorum existed.

Karl requested discussion or a motion regarding the minutes of the April 26th, 2013 TAC meeting. Cary Meister suggested one minor amendment to the attendance list from the meeting.

MOTION	**A motion was made and seconded to accept the minutes of the April 26, 2013 TAC meeting as amended. The motion passed unanimously.**	

UPDATE	KEY PROJECT UPDATES	Karl Heckart

Karl reviewed Commission on Technology's (COT's) FY14 project priorities item by item and provided current details about several statewide initiatives of note among the Administrative Office of the Courts'(AOC's) 120-plus project list, including these:

- The 2-year extension of e-filing services with the current vendor will focus on meeting the needs of currently implemented courts and implementing optional e-Service for attorneys. Evaluation is underway of four vendor proposals for a replacement product to implement at the end of the extension. The Request for Proposals (RFP) sought bids for a licensed software model and for 100-percent court ownership of the software. It also required any solution to meet COT's architecture targets and process transactions within the AOC data center. To enable a return to the original multi-vendor model, a second RFP may be released to qualify vendors to supply various interfaces for filers in accordance with a specification. Karl mentioned that a transition period has been built into the contract extension with the current vendor. Members asked about the timetable for bringing limited jurisdiction courts into the e-filing world.
- The eAccess solution is currently being constructed by AmCad (external portions) and the AOC Information Technology Division Enterprise Architecture group (internal portions).
- A contract for an eBench solution was awarded to Mentis for aiSmartBench, but AOC is requiring the vendor to change its delivery model from single court customization to enterprise integration using a service layer. Pima Superior has volunteered to be the pilot. Judges were excited about the product when demonstrated at the judicial conference. The vendor is also gathering requirements for appellate court support. While AJACS integration work is getting underway, work on additional data feeds is dependent on learning what the judges really need to see by type of cases handled rather than enabling infinite judge customization. Policy discussion will doubtless flow from judges' adoption of the new tool. Karl predicted that judges will shine a spotlight on poor data quality once they have direct access to various repositories rather than the filtered views provided to them today.
- Pressure is increasing to add PCNs to warrants from AZTEC and accommodate e-citation payment with the FARE vendor. Also, the data feed from limited jurisdiction (LJ) courts' databases will have to be increased in frequency. Renny Rapier provided a detailed update timeline for activities to implement AJACS 3.9. AJACS 3.10 has now been

received for validation, but it may be wise to wait for the 4.0 release in general jurisdiction (GJ) courts due to the extensive changes to its financial processing. Mesa is focusing on internal web development to tie into AJACS 3.10.

- JOLTSaz is now live in Pima Juvenile Court, but based on the complexity of testing AOC is rethinking the model for full integration in favor of speeding implementation in the rural counties by leaving the current business processes in place. Integration efforts will follow rather than precede the shutdown of the AS/400.

- The federally funded eWarrant project design phase is slated to finish in November. Political backing and funding to begin construction are being rounded up by the Arizona Criminal Justice Commission (ACJC).

- ADRS rollouts continue but the pace has been slow. The challenge has resulted from re-engineering the old paper-centric process into the new digital process. DPS has hired implementation and training staff to travel around the state now that capacity has been added to allow new justice partners to be added to the system.

- AOC is leaning toward Windows 8.1 Professional as the candidate operating system for refreshed client devices now that a boot-to-desktop option and start button are in place to enable a non-touch interface for desktop computers in courts. A project manager is now on staff preparing for a fall test cycle and rollout beginning in January 2014. AOC internal infrastructure items have to be addressed in preparation, as well. Since the hardware will likely remain in the field through more versions of Windows and office than past equipment, the infrastructure must accommodate multiple changes being made during the life of the hardware. Anti-virus software may change, too. Members discussed the counties' approaches to Windows 8 and their own expectations for multiple images to be supplied per county by the AOC, possibly with different pricing for each. Members asked for clarification about the cloud storage model presupposed by Windows 8 and Office 2013. The cloud solution requires courts to have previously categorized the sensitivity of their data. Members felt that role-based mapping to various hardware devices should be accompanied by changes in ACAP device fees. Discussion focused on local devices that plug into AJIN but require absolutely no support from AOC, like a courtroom monitor.

UPDATE	ADDRESSING REPORTING ISSUES FOR STATEWIDE AUTOMATION	Pat McGrath/ Renny Rapier

Pat McGrath, chair of the GJ AJACS Steering Committee, provided a review of the system reports presently provided in AJACS. Forty-three enhancements to reports are being tested for AJACS 3.9. Pat also summarized the situation with data cleanup scripts created to resolve the issue with history table entries associated with case status changes and to map invalid case statuses from AZTEC. A handout for members indicated that all 8 of the CourTools reports are useable. Of the 50 other system reports, 39 are usable and 3 are not required any longer.

Karl added that 96 reports have been requested for LJ AJACS (down from 156). Members asked about either getting access to Crystal again or receiving additional SSRS ad hoc report writing training. Karl explained the need for the correct people to be included in any training eventually offered. Staff will identify a higher-end SSRS class and the prerequisite knowledge required to attend in order to to gage the number of participants from the courts. Chad Roche, the Clerk in

Pinal County, volunteered to have other courts visit with his local reporting resources to learn how they do what they do.

UPDATE	**FY14 ENTERPRISE ARCHITECTURE UPDATE KICKOFF**	Karl Heckart Stewart Bruner

Staff member Stewart Bruner explained that Steven Scales, former Enterprise Architecture Manager at the AOC, left behind a draft of possible changes to the table of EA targets published every other year by COT under ACJA §1-505. Stewart distributed the redline version of those changes and described his need to determine which items require research and possible debate and which are non-controversial to move forward at the next COT annual meeting. Karl added that entirely too much retirement technology is appearing in the county IT plans. This issue is looming larger in COT review of the plans. Members listed the following items for further research and discussion. Internet-based collaboration tools section by function; social media tools; increasing the allowable bandwidth for video (384 kbps); update H.323 standard to latest; IPV6 lifecycle categorization, and e-mail encryption beyond S/MIME.

Stewart will collect any additional issues via e-mail for more detailed discussion at the next TAC meeting.

REVIEW	**E-CITATION XML STANDARD VERSIONS**	Stephen Giffin

Ridge Franks, e-Citation Product Manager at the AOC, was not available for the meeting, so Stephen Giffin, Interim Enterprise Architecture Manager, tackled the explanation of the three current XML specifications, the various flavors of e-citation they relate to, the future direction for the three, and the implications of the move to a single specification for law enforcement and vendors. The Version 2.0 specification has been created by the AJACS LJ CMS business team to expand the XML specification for e-Citation to accommodate four types of complaints (ATTC, Photo, Parking, and Long Form) within AJACS. Vendors have been informed of the need to change and each will have two months on a rolling schedule to conform to the AJACS version of the specification before any citation filings can take place with AJACS in LJ courts. The initial courts to use the new specification will be Apache Junction Muni and Mesa Muni.

Karl added that Version 2.0 eliminated AOC/court reporting back to vendors by adding return transactions when various events occur. Randy Kennedy proposed that the specification require the image of the ticket to be delivered to the court in addition to the data. Stewart reminded members that ACJA 1-506(D)(7) allows courts to reconstruct a form from its filed data for high volume types of filings like ATTCs and that Karl's roundup of judges a couple years back indicated that challenges to the validity of the citation are extremely rare. Various members shared details about their practices of either storing images of e-citations or reconstituting them at the time of need in light of electronic ATTCs not being standard across vendors. Karl expressed concern that the process is taking a step backwards but committed to review the facts and have further conversation about the business process behind electronic citation use.

UPDATE	**CCI TECHNICAL UPDATE / PROGRESS**	Stephen Giffin

Stephen provided detailed progress on constructing the expanded central case index (CCI) from the current single-application model to a multi-application enterprise model. He focused on the

Phase 1 and Phase 2 loading of data from the feeding systems as well as CCI's role in replacing the aging data warehouse for consuming systems including, eAccess, AZTurboCourt e-Filing, NICS mental health and gun check, and statistical reporting. Karl added that FARE's tight integration into the data warehouse increases the complexity of achieving the complete vision for CCI. Members questioned when data feeds would be required from other CMSs that were not displayed on Stephen's progress chart, most notably AZTEC. Co Horgan suggested AOC produce a specification for non-state CMSs to align their data in preparation for eventual inclusion in the CCI.

UPDATE	CENTRAL DOCUMENT REPOSITORY / ONBASE UPDATE	Stewart Bruner Jethro Sheridan

Stewart, along with Jethro Sheridan from AOC Infrastructure Operations, showed members the progress of subscriptions to the central document repository (CDR), the number of courts currently using disconnected scanning, and the status of upgrades to the superior court OnBase systems integrated with AJACS. He described the dilemma of selecting a target OnBase version without knowing the specific Windows 8/Internet Explorer version that will be included on refreshed ACAP machines. The timeline for adoption of OnBase 13, the next target, could be accelerated should Hyland change their supporting release for the specific Windows 8/IE version provided in the refresh. Stewart also clarified some confusion about the interaction of SQL 2012 with Windows XP clients as well as Windows 8 with Kofax/SCSI scanner hardware, encouraging members to begin testing their scanners in preparation for a Windows 8 refresh.

UPDATE	STATEWIDE DISASTER RECOVERY APPROACH	Richard Blair

Karl introduced the subject by reviewing the history of disaster recovery conversations between local courts and the AOC. He reiterated his promise to COT that disaster planning details would be revisited since courts have gown even more dependent on technology than when the survey was originally completed. The goal is to characterize the business risk and the costs that would be incurred to reduce that risk to a level deemed acceptable by COT.

Richard Blair, Manager of Infrastructure Operations at the AOC, then briefly reviewed the results of the survey of courts regarding their expectations for restore time of the statewide applications on which they rely. He detailed the plans in place to quickly deal with various disaster scenarios at AOC before showing an estimated timeline for restoration of all systems and data from a site other than the State Courts Building in Phoenix. While some courts or automation systems would be restored earlier, the estimate for network connections to all courts and functionality of all systems to be restored is 150 days. An outage affecting the entire capitol mall would extend that timeline.

Richard also listed various local network and automation items that he is not able to restore; warning members that they need local plans in place to address outages before any issue arises. Karl added that local bolt-on applications constructed to consume AOC data would be affected by an AOC outage; local plans need to be in place for outages and re-synchronization of data when they come back up, as well. Members shared information about recent local outages and their tests of business continuity plans. Communication is the number one item to address.

TAC MEETING MINUTES

UPDATE	PROCESSING PRE-DISPOSTION CITATION PAYMENTS AT XEROX	Richard Blair

Karl recapped his earlier project update about citation payments and the need to increase the frequency of feeds of CMS data to Xerox in order to fuel an online payment feature now that the contract has been changed.

CALL TO THE PUBLIC	Karl Heckart

After hearing no further discussion from members or the public, the chair entertained a motion to adjourn the meeting at 1:30 p.m.

Upcoming Meetings:	October 4, 2013	AOC – Conference Room 230
	December 6, 2013	AOC – Conference Room 230 – Superseded by COT

MEETING ADJOURNED	1:30 PM